

Jackson Hole Mountain Resort
JOB DESCRIPTION

POSITION JOB TITLE: MSS PRIVATE LESSON SUPERVISOR REPORTS TO: MSS Manager
DATE PREPARED: 08/23/2023 DEPARTMENT: MOUNTAIN SPORTS SCHOOL
CLASSIFICATION: Seasonal FT FLSA STATUS: Exempt

GENERAL PURPOSE

Supervisor will work closely with the Director and Managers to ensure the highest quality guest service as well as the efficient and profitable operation of the Jackson Hole Mountain Resort (JHMR) Mountain Sports School with a focus on the Private Lesson product.

ESSENTIAL FUNCTIONS

- Provides the necessary training, management, and scheduling of the staff for logistical operations, procedures and to meet guest service standards.
- Responsible for maintaining customer service levels in product meeting areas.
- Responsible for overseeing and managing daily operations including scheduling, booking and service management.
- Accountable for staff scheduling. Administers daily/weekly staffing levels based on business needs. Coordinates with all product zone managers for staffing efficiencies.
- Responsible for MSS payroll to ensure accurate compensation for instructors.
- Participates in the hiring and orientation of new instructors and instructors new to this product zone.
- Works cooperatively with the MSS Trainers for design and implementation of training programs that address technical, methodological, and sales needs.
- Conducts training clinics periodically throughout the season.
- Provides staff with feedback and documentation throughout the season regarding job performance, guest service, work assignments, and safety.
- Documents and counsels staff in issues related to worker's compensation.
- Interfaces with customers resolving problems or difficulties.

OTHER FUNCTIONS

- Assists with design and appearance of meeting areas.
- Teaches class and private lessons, race clinics, and camps if needed.

-- Employees are held accountable for all duties of this job--

COMPETENCIES

- Up to date knowledge of American Teaching System and PSIS/AASI
- Minimum advanced snowboarding or skiing ability.
- Communication skills to deal with a variety of learning styles and personalities.
- Proficiency with computers, specifically Microsoft Office Suite and ability to use different softwares.
- Strong interpersonal skills.
- Strong verbal and written communication skills. Strong work ethic, leadership, and Guest Service skills.
- Ability to stay calm under pressure.
- Ability to adapt to changing situations.
- Self-motivated and have the desire to excel.

SUPERVISORY DUTIES

- Number of Direct Reports: 25-40
- Number of Total Reports: Up to 70

WORK ENVIRONMENT

Primarily outdoors, some indoor office and training. Must expect to be outdoors for long periods of time, which will cause exposure to extreme weather conditions.

PHYSICAL DEMANDS

- Ability to lift up to a minimum of 50 lbs.
- Physical ability to walk around on uneven, mountainous terrain.
- Physical ability to stand for long periods of time in outdoor environment in ski and snowboard equipment.
- Ability to ski or snowboard for extended periods of time.

POSITION TYPE AND EXPECTED HOURS OF WORK

This job is seasonal full time, and typically works during daytime business hours any day of the week. Schedules and hours may fluctuate depending on business needs.

REQUIRED EDUCATION AND EXPERIENCE

- High school diploma, GED, or equivalent required
- Minimum 2 years teaching a snow sport

PREFERRED EDUCATION AND EXPERIENCE

- Level 2 PSIA/AASI certification or equivalent

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

AAP/EEO STATEMENT

Jackson Hole Mountain Resort is an AA/EEO Employer committed to a drug free workplace.